



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**  
Office of Family Assistance

## The Wisdom in the Room

### Regions IX and X State TANF Technical Assistance Meeting

August 29-30, 2024 • Hilton Portland Downtown Hotel • Portland, Oregon



# Session #6: Making the Most of Technology as a Tool for TANF Programs

*August 30, 2024*

*9:50-11:10 AM*



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## Session Objectives

- Increase meeting participants' knowledge of how to utilize technology as a tool to improve client experience.
- Identify shared challenges related to modernizing technology systems.
- Strategize approaches to navigating the new TANF data reporting requirements and systems.



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# Individual Brainstorming and Group Discussion

- How have you or how could you use technology to improve the client experience?
- How have you or how could you modernize your jurisdictions' data systems?
- What challenges does or could your jurisdiction face when it comes to technology?
- What questions do you have about using technology as a tool to improve the client experience?



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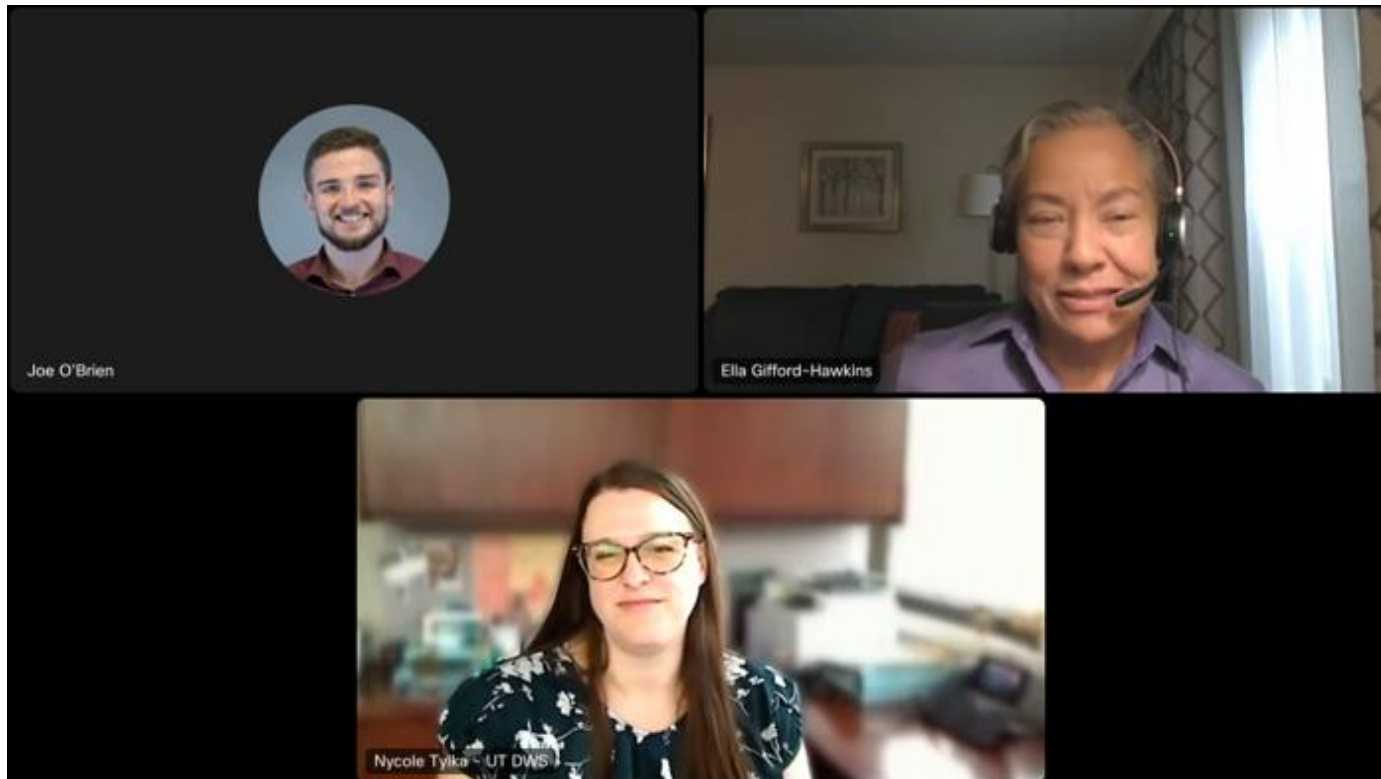
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# Highlights from Thought Partner-1





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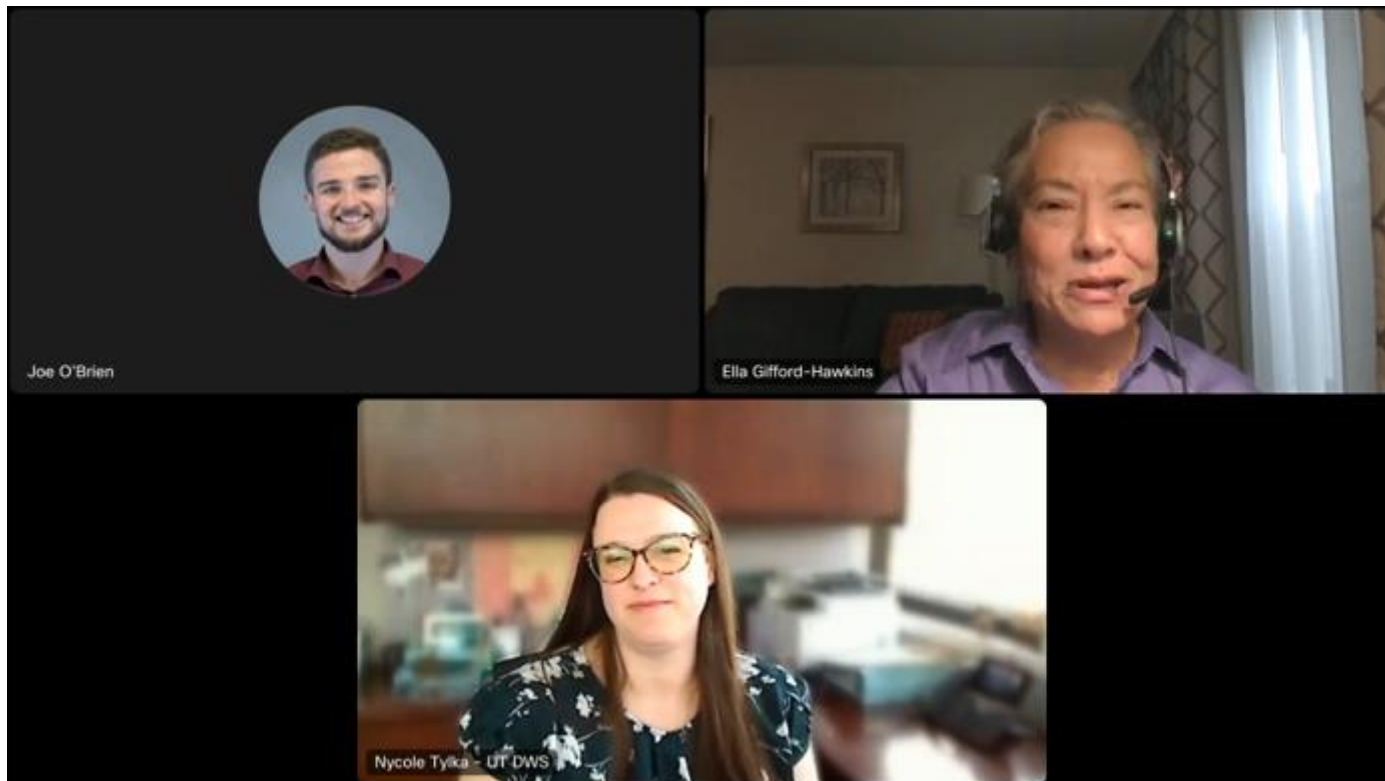
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# Highlights from Thought Partner-2





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# **Group Reflection**

How might we modernize our systems so that staff and clients have a good/great experience?



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# Words of Wisdom from Thought Partner

